

Date: January 13, 2014

To: SPIRIT Review Committee

From: Kinney Spray

Nominated Employee: Marcus Rosser

I would like to nominate Marcus for the SPIRIT Award this quarter. In the rest of this letter I am going to give you the reasons that I think he deserves the City of Germantown SPIRIT Award.

### **Service Excellence**

Marcus is the employee that really helps this department and shows our succession plan at work. Marcus is the employee who came in and started working with the city on its lowest level and now is a great crew leader.

Here is just one of the ways Marcus is a great crew leader. Mr. Seago commented in a thank you letter that Marcus responded with a great attitude. He and his crew performed the task like professionals no damage and little inconvenience. Mr. Seago said this is why he lives in Germantown.

### **Producing a+ Results**

Marcus is a person who really takes pride in his work. There are a lot of afternoons when I leave 3:30 and Marcus is still in the room completing his work orders for the day. Marcus is real good at going the extra mile.

These A+ results are shown in the work on the water main road repairs at Johnson Road and Wolf River Boulevard. The repairs were made as quick as possible and is one the best repairs ever and several residents that travel through the area has mentioned the same according to Mr. Brogdon.

### **Initiative**

Marcus is an employee who shows initiative. One example of this is in the comments Mr. Allen made in the letter about the quick response to the call of his car dragging at his driveway. Instead of the crew putting the task off to another day after addressing the situation the crew made the repairs right then.

Mr. Allen commented this is why Germantown is his home.

### **Responsible**

Marcus is very responsible. Responsibility is one of the qualities a leader must have. Marcus does this by being responsible for the actions of his crew daily. He always makes sure if there is an accident or issue we need to be aware of he don't hesitate to inform us.

Marcus handles situations good and bad with the same quality. This means taking the good with bad and being a responsible employee. In the bad he has the nip it in the bud attitude.

### **Innovative**

Marcus has always been one of the first employees we call in emergency situations. One of the reasons is because he lives close and responds quicker than others.

During the last inclement weather situation when all the crews at Public Works were waiting to see what card Mother Nature was going to deal us Marcus was very innovative. He mentioned to us since I will be one of the first people you call put me on call out just during the inclement weather. This way the regular call out person and I can handle the situation without getting others out and traveling in dangerous situations.

So as leaders we decided to give it a try the two person call out crew handled the situation and it saved us money and reduced our crews having to make any unsafe travel.

### **Teamwork**

Marcus is a real team player. As I have mentioned earlier Marcus started as a maintenance worker and slowly started moving up the ladder in our department. So Marcus really knows our department from top to bottom.

One thing Marcus has got more than other crew leaders is he is real good heavy equipment operator before becoming a crew leader. This is a skill all crew leaders should have before they become crew leaders. The reason I am saying this is because Marcus will still jump in and perform whatever task he needs to get the job done.

Several days Marcus will pull double duty by operating equipment in the absence of the operator and still perform the task as crew leader. This is a really excellent example of Teamwork at its finest.

This is why Marcus deserves the SPIRIT Award.